

Section 5. MISSION STATEMENT, GOAL STATEMENTS,
INTENDED RESULTS and EVALUTION METHODS

Question	Description
5.1	<p>Mission Statement: Mid-Hudson Library System acts to ensure the public's rights of free access to information, facilitate economical resource sharing, and promote professional library services while working in partnerships with the independent public and free association libraries in the designated service region.</p>
5.2	<p>Element I – RESOURCE SHARING</p>
	<p>Cooperative Collection Development</p>
	<ol style="list-style-type: none"> 1. Goal Statement: The macro-collection will be comprehensive. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): A comprehensive system-wide plan for collection development that will: <ol style="list-style-type: none"> a. Provide guidelines for purchasing and weeding for efficient use of library funds and to insure responsibility of each member library to provide appropriate materials and contribute to cooperative collection development / consortia lending. b. Balance collection needs such as remote use vs. physical browsing; foreign languages; readers' advisory; new formats; coordination of unique collections 4. Evaluation Method(s): Year 1: Develop quality measures for macro-collection development; Year 2: Macro-collection assessment; Years 3,4,5: Annual re-assessment looking for continued improvement.
5.3	<p>Element I – RESOURCE SHARING</p>
	<p>Delivery</p>
	<ol style="list-style-type: none"> 1. Goal Statement: Provide delivery service to all member libraries. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Library materials will be distributed and collected by the most efficient and cost effective method. through continuous refinement of

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	<p>methods to expedite delivery.</p> <p>4. Evaluation Method(s): Ongoing review of delivery statistics and evaluation of capacity and cost.</p>
5.4	Element I – RESOURCE SHARING
	Interlibrary Loan
	<ol style="list-style-type: none"> 1. Goal Statement: Provide access to material outside of system holdings. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Member libraries will have access to nationwide collections as stated in the Central Reference Services Plan, in a timely and cost effective way. ILL efforts will be maximized based on exploration of regional ILL changes with members and other systems. Access to 4. Evaluation Method(s): Annual assessment review for cost and effectiveness.
5.6	Element 2 – TECHNOLOGY SERVICES
	Integrated Library System
	<ol style="list-style-type: none"> 1. Goal Statement: A comprehensive ILS will be supported. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): <ol style="list-style-type: none"> a. The ILS will have patron-friendly features b. Data entry will follow standardized procedures c. Member library staff will be able to take advantage of the full functionality of the ILS. 4. Evaluation Method(s): <ol style="list-style-type: none"> a. Satisfaction survey; anecdotal self-reports; analysis of usage patterns b. Measurement and analysis of duplication and content errors. c. # of training sessions; # of libraries attending training; pre-post training assessment scores; anecdotal self-reports; advisory committee review.
5.7	Element 2 – TECHNOLOGY SERVICES
	Virtual Reference

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	<ol style="list-style-type: none"> 1. Goal Statement: Staff and patrons will have access to relevant electronic resources in the library and remotely. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Member libraries will have a balanced package of centralized electronic offerings that integrate with the OPAC, assist with reference requests including those for unique higher-demand information, and fulfill the objective of providing comprehensive reference support as stated in the Central Reference Services Plan. 4. Evaluation Method(s): Year 1: Develop quality measures for provision of virtual reference; Year 2: Virtual reference assessment; Years 3,4,5: Annual re-assessment looking for continued improvement.
5.9	Element 3 – SPECIAL CLIENT GROUPS
	Adult Literacy
	<ol style="list-style-type: none"> 1. Goal Statement: Library staff will be able to respond to literacy related issues. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 3. Intended Result(s): Libraries will develop their collections for all literacy levels and be able to refer people to literacy support agencies in their community 4. Evaluation Method(s): # of informational messages sent; # of training sessions; # of libraries attending training; pre-post training assessment scores; anecdotal self-reports.
5.10	Element 3 – SPECIAL CLIENT GROUPS
	Coordinated Outreach
	<ol style="list-style-type: none"> 1. Goal Statement: Insure library services for all area residents including those traditionally underserved by libraries. 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓

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	<p>e. Year 5 ✓</p> <p>3. Intended Result(s): Member libraries will have training and resources to recognize, connect with, attract and provide services for outreach target groups at the local level, and to develop community contacts and relevant local partnerships.</p> <p>4. Evaluation Method(s): Year 1: Develop quality measures for access to materials and services by all community members and for involvement with the community; Year 2: Assessment of member library outreach efforts; Years 3,4,5: Annual re-assessment looking for continued improvement.</p>
5.11	Element 3 – SPECIAL CLIENT GROUPS
	Correctional Facilities (State and Local)
	<p>1. Goal Statement: Services will be provided to state and county correctional facility libraries.</p> <p>2. Indicate year(s) during which the system will be addressing this goal (check all that apply)</p> <p>a. Year 1 ✓</p> <p>b. Year 2 ✓</p> <p>c. Year 3 ✓</p> <p>d. Year 4 ✓</p> <p>e. Year 5 ✓</p> <p>3. Intended Result(s): Correctional facility libraries will augment their collections, technology and reference services through system support services, as annually negotiated.</p> <p>4. Evaluation Method(s): Satisfaction of facility libraries reported at biannual meetings; anecdotal self-reports; # of consultations; professional assessment from NYS Department of Corrections.</p>
5.12	Element 3 – SPECIAL CLIENT GROUPS
	Youth Services
	<p>1. Goal Statement: Insure professional library services for the full age continuum of youth.</p> <p>2. Indicate year(s) during which the system will be addressing this goal (check all that apply)</p> <p>a. Year 1 ✓</p> <p>b. Year 2 ✓</p> <p>c. Year 3 ✓</p> <p>d. Year 4 ✓</p> <p>e. Year 5 ✓</p> <p>3. Intended Result(s): Members will have strategic guidelines for local provision of youth services relevant to library size and community needs that:</p> <p>a. Support the integration of developmental literacy practices into library programs</p> <p>b. Assist libraries with legal and behavioral issues specific to youth services</p>

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	<p>c. Provide training and resources for members to develop local school contacts and collaborations</p> <p>4. Evaluation Method(s): Year 1: Develop quality measures for provision of youth services; Year 2: Assessment of member library youth services efforts; Years 3,4,5: Annual re-assessment looking for continued improvement.</p>
5.13	Element 3 – SPECIAL CLIENT GROUPS
	Other (Optional)
	<p>Topic: Adult Programming</p> <p>1. Goal Statement: Build more diverse offering of Adult programming.</p> <p>2. Indicate year(s) during which the system will be addressing this goal (check all that apply)</p> <ul style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 <p>3. Intended Result(s): Member libraries will have education and resources to target varying segments of adult groups for program needs. Sharing program ideas and successes among libraries will be facilitated.</p> <p>4. Evaluation Method(s): Year 1: Develop quality measures for provision of adult programming; Year 2: Assessment of member library adult programming efforts; Years 3,4,5: Annual re-assessment looking for continued improvement.</p>
5.14	Element 4 – CONTINUING EDUCATION AND TRAINING
	<p>1. Goal Statement: Library directors, staff, friends, and trustees have the skills and knowledge necessary to provide quality service to their communities</p> <p>2. Indicate year(s) during which the system will be addressing this goal (check all that apply)</p> <ul style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ <p>3. Intended Result(s):</p> <ul style="list-style-type: none"> a. Directors, staff, trustees, volunteers, and friends will have core knowledge, continuing education opportunities and resources in target areas including Resource Sharing, Technology, Leadership, Management & Supervision, Planning & Evaluation, Awareness & Advocacy, Trustee Training, Special Client Populations, Children’s Services, Young Adult Services, Adult Services, Training Patrons, and Reference education as stated in the Central Reference Services Plan. b. Members will have targeted educational resources available on-demand

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	<p>through the system web site.</p> <p>4. Evaluation Method(s): Year 1: Develop measures for the provision of quality service; Year 2: Assessment of member library service; Years 3,4,5: Annual re-assessment looking for continued improvement.</p>
5.15	Element 5 – CONSULTING AND TECHNICAL ASSISTANCE SERVICES
	<ol style="list-style-type: none"> 1. Goal Statement: MHLS will employ informed professional staff who can provide services as members need and make onsite visits to libraries 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): <ol style="list-style-type: none"> a. Members will be able to choose consulting and technical assistance services that best suits their needs from a menu of free and fee-based services. b. A Program Evaluation Team made up of MHLS staff, director and trustee will be available to do a comprehensive library evaluation. 4. Evaluation Method(s): <ol style="list-style-type: none"> a. Survey library Boards about their use and satisfaction; # of consultations; # of technical assistance visits. b. Survey library Boards about their use and satisfaction; # of consultations.
5.16	Element 6 – COORDINATED SERVICES
	<ol style="list-style-type: none"> 1. Goal Statement: MHLS will negotiate coordinated purchases as needed 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Member libraries will have opportunities for cost effective group buys. 4. Evaluation Method(s): # of coordinated purchase opportunities; survey library directors about their use and satisfaction.
5.17	Element 7 – AWARENESS AND ADVOCACY
	<ol style="list-style-type: none"> 1. Goal Statement: There will be an overall cooperative marketing strategy 2. Indicate year(s) during which the system will be addressing this goal (check all that apply)

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	<ul style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ <p>3. Intended Result(s)</p> <ul style="list-style-type: none"> a. Member libraries will have the education and resources to influence public officials, understand and respond to demographic trends, know what concerns the community and develop community support. b. The profile / value / awareness of libraries will be raised. c. Evaluation Method(s): Year 1: Develop quality measures for cooperative marketing; Year 2: Assessment of cooperative marketing efforts; Years 3,4,5: Annual re-assessment looking for continued improvement.
5.18	<p>Element 8 – COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES</p>
	<ul style="list-style-type: none"> 1. Goal Statement: Library services will be strengthened through sharing of ideas and successes 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ul style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Member library staff will have meetings / listserv / opportunities to network with others who do the same things and share expertise, facilitated by the System. 4. Evaluation Method(s): # of meetings; # of listserv postings; # of networking opportunities; anecdotal self-reports.
5.19	<p>Element 9 – COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS</p>
	<ul style="list-style-type: none"> 1. Goal Statement: MHLS will collaborate with other library systems on targeted projects 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ul style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Libraries will benefit from collaborations that enhance the efforts of staff at the local level, maximize cost effectiveness and increase regional opportunities.

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	4. Evaluation Method(s): # of collaborations; anecdotal self-reports; satisfaction survey to library directors.
5.20	Element 10 – CONSTRUCTION
	<ol style="list-style-type: none"> 1. Goal Statement: Insure libraries will have adequate space to meet the needs of their communities 2. Indicate year(s) during which the system will be addressing this goal (check all that apply) <ol style="list-style-type: none"> a. Year 1 ✓ b. Year 2 ✓ c. Year 3 ✓ d. Year 4 ✓ e. Year 5 ✓ 3. Intended Result(s): Members will have training, resources and consultation on library space needs and assessment, construction planning, construction funding and bonds, and support with the NYS construction grant process. 4. Evaluation Method(s): Year 1: Develop quality measures for library space; Year 2: Assessment of member library space; Years 3,4,5: Annual re-assessment looking for continued improvement.
5.21	Element 11 – CENTRAL LIBRARY SERVICES
	Provide the URL of the 2007-2011 Central Library Plan: www.midhudson.org/MHLS/POS/2007_2011/Central_Library_Plan.pdf
5.22	Element 12 – DIRECT ACCESS
	Provide the URL of the most recent Direct Access Plan approved by the New York State Library: www.midhudson.org/MHLS/free_direct_access_plan.pdf
5.24	ASSURANCE
	The Library System’s Plan of Service was developed in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date – mm/dd/yyyy).
5.25	APPROVAL
	The Library System’s Plan of Service was reviewed and approved by the New York State Library on (date – mm/dd/yyyy)